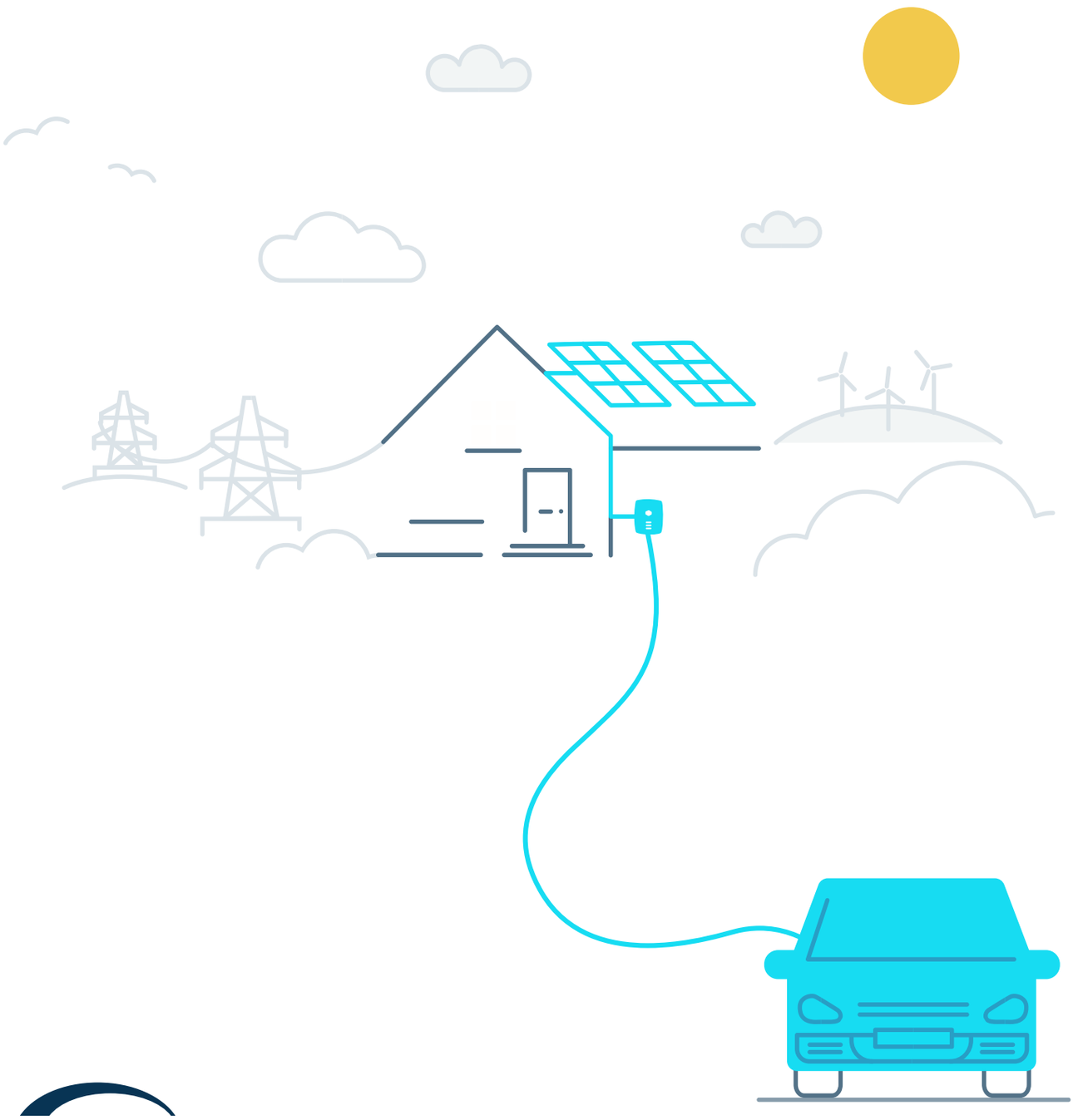
Welcome to Indra

Customer Quick Start Guide

Be at the forefront of EV charging with Indra's pioneering technology



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Getting started with your new Indra EV charger

Once your charger has been installed, you will need to download the Indra App from your phone's App store. Alternatively, scan the QR code below and follow the instructions.

GET IT ON Google Play

Download on the App Store

When requested, please scan or enter the MAC address via the QR code located on the left hand side of the charger, and follow the steps in the app to register your account. Should you experience any difficulties, please contact customer **support@indra.co.uk**

How to make the most of your new Indra EV charger

Smart Charging

Use the Indra App to set up a recurring charging schedule. Choose regular slots throughout the week, and the charger will automatically start charging during those times, as long as your EV is plugged in, of course.

Solar Power

If you have solar panels installed at home, your charger can be set up to receive power from them. The charger will take any surplus solar power that's above 1.4kW not being used by your home, to charge your EV.

Charging History

View your charging history on the app, review your usage and check if you're charging at the most efficient time.

Lock Your Charger

Leaving town? You can put your charger into lock mode via the settings within your Indra App, ensuring total peace of mind.

Optimise Your Energy Tariff

Take advantage of the wide range of energy tariffs available from your Indra App. Enabling you to optimise your charging sessions for the cheapest and greenest energy.

Using Boost

Boost can be enabled via the App or the button on the front of the charger. This feature lets you override your schedule to get your car fully charged as soon as possible. If you do not have access to the App, you can still activate boost by touching the boost button on the charger

What do the lights on my charger mean?

Your charger has several differently coloured LED lights, which quickly help you to see your charging status. The main light at the top is the Primary Status LED, which will tell you the operational state and mode.

Primary indicator lights

White - The charger is online and connected to the charging platform.

Blue - Boost mode. You have overridden any scheduled charge to start charging immediately.

Yellow - Solar Match mode. The charger is ready to use power from your solar panels, once there is solar power available.

Green - A charging schedule is active.

Purple - Your charge point is offline please refer to our troubleshooting guide on our website. Your charger will continue to follow your existing schedule, or alternatively you can press boost on the front of your charger.

Red - There may be a problem please refer to our troubleshooting guide.

Charging status indicators

The 4 panel LEDs are off your EV is not connected

The 4 panel LEDs are lit charging is available, but your EV is not accepting any power. This may be because it is .

All flashing

The charger is connected to your EV, but it is not actively charging at this time. It may be waiting to start a scheduled charge.

The 4 panel LEDs are Scrolling down, your EV is currently being charged.

INDRA

Leave us a Trustpilot review:

Your Manufacturer Warranty.

You can find the full warranty statement by scanning the adjacent QR code:

Email us
support@indra.co.uk

Online support & FAQs
www.indra.co.uk/support

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